

**From:** Jonathan Korman  
**To:** 'microsoft.atr(a)usdoj.gov'  
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**Subject:** Microsoft Settlement

I have worked in the computer industry for eight years. Countless times, in ways large and small, I have seen how Microsoft has used its monopoly control over operating systems to prevent competition from other providers of applications and services. This has pervasive effects throughout the industry, affecting nearly every software and hardware provider, in turn affecting us all as direct and indirect users of computer systems. These effects are corrosive to healthy competition, resulting in poorer-quality software and hardware products.

Speaking specifically as a professional interaction designer, concerned with making products easier for people to use, I can say that Microsoft commonly creates technology limitations intended to support their monopoly power that result in making computer systems harder to use. Microsoft's monopolistic practices are thus directly harmful to consumers.

I have followed the many legal challenges to Microsoft in past years with some attention. Microsoft has repeatedly ignored or worked around behavioral remedies, and I was hopeful that the court would embrace a structural remedy. I was disappointed when I learned that the court would pursue a behavioral remedy instead; reviewing the current proposed final settlement, it is clear to me that it is completely inadequate to prevent future violations of both the letter and spirit of anti-trust law. In fact, I expect that in practice the settlement will effectively give Microsoft license to continue and perhaps even expand many key monopolistic anti-competitive practices, as many commentators have predicted.

I strongly urge the court to reconsider its settlement in favor of a much more vigorous remedy. I believe that a structural remedy is appropriate, but even a more strongly framed behavioral remedy could be a dramatically more appropriate response.

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